



Your business
is our business.

REDACTED FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 22, 2017

Via Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 14-58
2017 Annual Report of Franklin Telephone Co., Inc.
Study Area Code 280454**

Dear Ms. Dortch:

On behalf of Franklin Telephone Co., Inc. ("Company"), JSI files the attached confidential version of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹ Company seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket Nos. 10-90 and 14-58, Protective Order, DA 16-296 rel. March 22, 2016 (Protective Order). 47 C.F.R. § 54.313(f)(2).

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form****REDACTED FOR PUBLIC INSPECTION**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Tammy Torrey
<035>	Contact Telephone Number: Number of the person identified in data line <030>	6013843350 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	ttorrey@telapexinc.com
	Form Type	54.313 and 54.422

(300) Unfulfilled Service Request Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2018
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2018
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<035>	Contact Telephone Number - Number of person identified in data line <030>	6013843350 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 0
<450>	Complaints per 1000 customers for mobile broadband	

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2018
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<035>	Contact Telephone Number - Number of person identified in data line <030>	6013843350 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
280454MS510 . pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form	REDACTED FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	280454MS610.pdf

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

[illegible]

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com
<810>	Reporting Carrier	Franklin Telephone Co., Inc.
<811>	Holding Company	Telapex, Inc.
<812>	Operating Company	Franklin Telephone Co., Inc.

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	280454
<015> Study Area Name	FRANKLIN TEL CO - MS
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<030> Contact Name - Person USAC should contact regarding this data	Tammy Torrey
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<039> Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	280454
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

281210MS1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

(2005) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2018
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.	<input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/>	
<2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	<input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/>	
<2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.	<input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/>	
<2024A> Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/>	<div style="border: 1px solid black; height: 60px; width: 100%;"></div>
<2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; height: 60px; width: 100%;"></div>
<2025A> Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/>	
<2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; height: 60px; width: 100%;"></div>
<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)	<input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/>	

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

<010>	Study Area Code	280454
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Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	Yes - Attach Certification	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}		280454MS3010.pdf
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	280454MS3017.pdf
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
(3022)	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

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(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends



(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	280454
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
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Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	280454
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<039> Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: FRANKLIN TEL CO - MS	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/22/2017
Printed name of Authorized Officer: Tom Griffin	
Title or position of Authorized Officer: Vice President	
Telephone number of Authorized Officer: 6013843390 ext.	
Study Area Code of Reporting Carrier: 280454	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	280454
<015> Study Area Name	FRANKLIN TEL CO - MS
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<039> Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

Franklin Telephone Company, Inc.

Study Area Code: 280454

**Response to Line 510 - Service Quality Standards and Consumer Protection Rules
Compliance – Voice and Broadband**

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Franklin Telephone Co., Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules of the Mississippi Public Service Commission (“MPSC”). The Company is subject to consumer protection obligations under state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the MPSC which disclose rates, terms, and conditions of service to customers; (2) adherence to state consumer protection requirements

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

governing telephone providers under Title 39 Utilities, Part III rules and Regulations Governing Public Utility Service, Subpart 1, General Rules, and Subpart 3, Special rules – Telephone Companies, including requirements for customer service, billing, consumer complaints, rates and charges, and slamming, under Mississippi Code Annotated Title 77, Chapter 3 statutes; (3) truth-in-billing requirements; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Franklin Telephone Co., Inc. is also subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3. The Company certifies that it meets these obligations.

The Company furthermore will comply with all requirements set forth in the *2015 Open Internet Order*, as it applies to the Company.

Franklin Telephone Company, Inc.

Study Area Code: 280454

**Response to Line 610 - Ability to Function in Emergency Situations for Voice and
Broadband**

Franklin Telephone Company, Inc. ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and in accordance with the orders in Mississippi Public Service Commission Docket No. 2005-AD-662. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations also allows the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically in accordance with the orders in Mississippi Public Service Commission Docket No. 2005-AD-662, the Company has a reasonable amount of backup power to ensure functionality without an external power source, is able to reroute traffic and manage traffic spikes. In addition, the Company has comprehensive emergency operations plans in place and will adhere to FCC reporting requirements regarding outages and provide copies of such reports to the Mississippi Commission upon request.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

The Company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur.

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**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<035>	Contact Telephone Number - Number of person identified in data line <030>	6013843350 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com

<701> Residential Local Service Charge Effective Date

1/1/2017

<702> Single State-wide Residential Local Service Charge

<703>

[illegible]

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(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	280454
-------	-----------------	--------

<015>	Study Area Name	FRANKLIN TEL CO - MS
-------	-----------------	----------------------

<020>	Program Year	2018
-------	--------------	------

<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
-------	---	--------------

<035>	Contact Telephone Number - Number of person identified in data line <030>	6013843350 ext.
-------	---	-----------------

<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com
-------	---	------------------------

[illegible]

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(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	280454
<015>	Study Area Name	FRANKLIN TEL CO - MS
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Torrey
<035>	Contact Telephone Number - Number of person identified in data line <030>	6013843350 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ttorrey@telapexinc.com
<810>	Reporting Carrier	Franklin Telephone Co., Inc.
<811>	Holding Company	Telapex, Inc.
<812>	Operating Company	Franklin Telephone Co., Inc.

[illegible]

GENERAL SUBSCRIBER SERVICES TARIFF

FRANKLIN TELEPHONE COMPANY, INC.
TC-128-0009-00

SECTION IV
7th Revised Sheet 16
Cancels 6th Revised Sheet 16

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM

General

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers a low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

Lifeline Assistance

A. General

Lifeline Assistance is a retail service offering available to qualifying low-income subscribers, as provided for below. Effective December 2, 2016, Lifeline program consumers will have the choice (where applicable) of applying their benefit to one of the following service offerings: fixed voice (home phone); mobile voice (cell phone); fixed broadband; mobile broadband or broadband-voice bundle. An eligible customer receives credit for the Low-Income Program, pursuant to the Third Report and Order, Further Report and Order and Order on Reconsideration FCC 16-38 adopted March 31, 2016 and the MPSC Docket 07-AD-487.

(T)
|
|
|
(T)

B. Regulations

1. Unless other eligibility requirements are established by the Commission or the FCC, Lifeline Assistance is available to all residential subscribers who participate in one of the following programs:

(N)

- a) Medicaid;
- b) Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps,
- c) Supplemental Security Income (SSI),
- d) Federal Public Housing Assistance (FPHA),
- e) Federal Veterans and Survivors Pension Benefit.

(T)
(D)
(D)

Income-Based Criteria:

Household gross monthly income that does not exceed 135% of the Federal Poverty Guidelines, pursuant to the Third Report and Order, Further Report and Order and Order on Reconsideration FCC 16-38 adopted March 31, 2016 amending the definition of income to align with the Internal Revenue Service's definition of gross income.

(N)
|
(N)

2. Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that he/she receives benefits under a program outlined in sub-paragraph B.1., above, and must, on the same document, agree to notify the Company if he/she ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications pursuant to FCC Order 12-11 and Third Report and Order, Further Report and Order and Order on Reconsideration FCC 16-38 adopted March 31, 2016 in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.

(N)
(N)

FILED

APPROVED

NOV 28 2016

16-UN-0249

DEC 02 2016

Issue Date: 11/23/16
Effective Date: 12/2/16
Order Number: 07-AD-487

MISS. PUBLIC SERVICE
COMMISSION
PUBLIC UTILITIES STAFF

Filed By: Wade H. Creech
P. O. Box 446
Bude, Mississippi 39630

MISS. PUBLIC SERVICE
COMMISSION
PUBLIC UTILITIES STAFF

GENERAL SUBSCRIBER SERVICES TARIFF

FRANKLIN TELEPHONE COMPANY, INC.
TC-123-0009-00

SECTION IV
6th Revised Sheet 17
Cancels 5th Revised Sheet 17

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM (Continued)

Lifeline Assistance (Continued)

B. Regulations (Continued)

3. All applications for this service are subject to verifications with the state agency responsible for administration of the qualifying program until such time the FCC establishes the National Verifier System and it is in effect for verification. The Company may request any additional documentation deemed necessary prior to providing Lifeline benefits such as an administering agency's official designation of eligibility in a particular means-based program sub-paragraph B.1., above, and that the telephone subscriber is the financially responsible party for the qualifying member of his or her household, or that the eligible household member is the telephone subscriber's dependent pursuant to the rules and regulations of the Internal Revenue Service. (N)
4. Effective through December 31, 2016, the Company will reconcile and confirm eligibility periodically pursuant to FCC Order 12-11 and Third Report and Order, Further Report and Order and Order on Reconsideration FCC 16-38 adopted March 31, 2016. Lifeline subscribers who are subsequently determined to be ineligible shall be notified of their ineligibility in writing by the Company and provided 60 days from the date of such notice to rectify or otherwise demonstrate their eligibility prior to the discontinuance of their Lifeline benefits. All unresolved disputes regarding Lifeline eligibility shall be brought to the attention of the Commission for resolution. (T) (N) (D)
5. Beginning January 1, 2017, subscribers already enrolled will be subject to the rolling recertification's based on their current service initiation date. The rules establishing and related to rolling recertification will be effective for all enrollments made beginning on or after January 1, 2017. Under the FCC Third Report and Order and the Order on Reconsideration, FCC 16-38 (adopted March 31, 2016), the order establishes the creation of a National Verifier. Upon establishment of the National Verifier the Company will comply with the rules and regulations of the National Verifier system for determining subscriber lifeline eligibility. (N)
6. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll blocking as part of Lifeline Assistance at no charge. "Toll Blocking" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence. Local service deposit requirements will be waived for customers who voluntarily receive Toll Limitation Service. (N)

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16-UN-0249 DEC 02 2016

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COMMISSION

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COMMISSION
PUBLIC UTILITIES STAFF

Issue Date: 11/23/16 PUBLIC UTILITIES STAFF
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Order Number: 07-AD-487

Filed By: Wade H. Creekmore, Jr., President
P. O. Box 446
Bude, Mississippi 39630

GENERAL SUBSCRIBER SERVICES TARIFF

FRANKLIN TELEPHONE COMPANY, INC.
TC-123-0009-00

SECTION IV
2nd Revised Sheet 17.1
Cancels 1st Revised Sheet 17.1

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM (Continued)

Lifeline Assistance (Continued)

B. Regulations (Continued)

7. Lifeline Assistance will not be disconnected for non-payment of toll charges, however, in the event toll charges are not paid within 10 days of the mailing of the Company bill, the Company will implement Toll Blocking immediately thereafter. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
8. The Company may not collect a service deposit in order to initiate lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available. If toll blocking is unavailable, then the Company may charge a service deposit.
9. To increase Lifeline service stability, the FCC Order implements port freezes. A subscriber must stay enrolled in a qualifying Lifeline supported broadband internet access service for twelve (12) months and with Lifeline supported voice telephone provider for sixty (60) days. Exception to these rules are:
 - a. A subscriber who is moving to another location, or
 - b. The service provider is ceasing to offer services in the area where the subscriber resides.
10. Only one Lifeline service is available per residential household pursuant to FCC Order 12-11 and Third Report and Order, Further Report and Order and Order on Reconsideration, FCC 16-38 (adopted March 31, 2016). A household is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents or guardians. A household is not permitted to receive Lifeline benefits from multiple providers.
11. A Lifeline customer may subscribe to any local service offering available to other residential customers.
12. The PIC charge will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier.

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NOV 28 2016

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16-UN-0249

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PUBLIC UTILITIES STAFF

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Bude, Mississippi 39630

GENERAL SUBSCRIBER SERVICES TARIFF

FRANKLIN TELEPHONE COMPANY, INC.
TC-123-0009-00

SECTION IV
6th Revised Sheet 18
Cancels 5th Revised Sheet 18

SERVICE CONNECTION CHARGES

SERVICE CHARGES

LOW-INCOME ASSISTANCE PROGRAM (Continued)

Lifeline Assistance (Continued)

C. Credits

1. The following credit* will apply for each customer eligible for Lifeline Assistance:

Monthly Credit*

a) Lifeline Credit ☉ \$ 9.25

2. The Company shall apply the baseline payments received by the administrator of the Federal Lifeline Assistance program to the qualifying customer's service, pursuant to FCC Order 12-11 and Third Report and Order, Further Report and Order and Order on Reconsideration, FCC 16-38 (adopted March 31, 2016) and MPSC Docket 2007-AD-487. (T) (N) (N)
3. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

* Credit amount will not exceed the total of the basic Residential Local Exchange and Subscriber Line Charge rate.

☉ Rates are in compliance with FCC Order 12-11 and are effective on dates determined by the FCC under Order 12-11 and Third Report and Order, Further Report and Order and Order on Reconsideration, FCC 16-38 (adopted March 31, 2016). (N) (N)

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16-UN-0249

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DEC 02 2016

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PUBLIC UTILITIES STAFF

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Filed By: Wade H. Creekmore, Jr., President
P. O. Box 446
Bude, Mississippi 39630

Franklin Telephone Company (SAC 280454)

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

Franklin Telephone Company hereby certifies that throughout 2016, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, the Company offers broadband service at the highest available speed.

REDACTED – FOR PUBLIC INSPECTION

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY